

Abstract

A business method and a system that focuses on offering, coordinating, fulfilling and delivering an array of knowledge and productivity services that corporate customers require in today's context, the knowledge / business service combinations representing of mission-critical services with intellectual knowledge embodied, the fulfillment of which is done for a cluster of clients located in large commercial office buildings, government buildings or universities. The method of the invention provides for pooling of the requirements of various end users for scale-advantaged efficiencies in the processing and service delivery, and sharing such economies of scale generated with the building owners / property managers, who provide the venue from which to operate and enable such pooling to take place, and also with the tenant occupants / users, thus creating a market pull. The fulfillment of specific services is done by outsourcing to individual service providers who are established experts in their respective fields and who have virtual access to new business opportunities according to the method of the invention. The invention includes a market niche identification process and a networked processing system that delivers multiple-custom services to multiple-tenant users in multiple buildings / locations simultaneously, either directly and indirectly, and either with or without human intervention, and providing economies of scale and scope to all users, thus making it possible to offer such services at market-exchange pricing without the need for binding agreements. The processing system tracks utilization in a portfolio management style, by type of service as well as by user, for total spend-rates as well as by accrued savings, and for benchmarking purposes. The business method includes agents to facilitate targeted engagement of multi-tenant buildings from a location, size, networking, occupancy and potential point of view to build a network of multiple-buildings for even greater economies of scale and scope.